



Wood Buffalo Pro-Business Advisory Committee

Room 206, 2nd Floor, Jubilee Centre
9909 Franklin Avenue, Fort McMurray, AB T9H 2K4

Wednesday, June 14, 2023
2:00 PM

Agenda

1. **Call to Order**
2. **Adoption of Agenda**
3. **Minutes of Previous Meeting**
 - 3.1. Wood Buffalo Pro-Business Advisory Committee Meeting - May 10, 2023
4. **New and Unfinished Business**
 - 4.1. Planning and Development Process Review Project
 - 4.2. 2023 Committee Priorities - Strategic Solutions
 - 4.3. Request for Standing Invitations to Committee Meetings
 - 4.4. Committee Summer Meeting Schedule

Adjournment

Minutes of a Meeting of the Wood Buffalo Pro-Business Advisory Committee held in Room 201, at the Municipal Offices in Timberlea Landing, Fort McMurray, Alberta, on Wednesday, May 10, 2023, commencing at 2:00 PM.

Present:

Dianna De Sousa (Chair), Fort McMurray Chamber of Commerce
 Carmelo Daprocida, Building Industry and Land Development Association, Wood Buffalo
 Kristi Hines, Fort McMurray Wood Buffalo Economic Development and Tourism
 Lana Maloney, Fort McMurray Construction Association
 Robbie Picard, Public-At-Large
 John Rybak, Consulting Engineers of Alberta, Wood Buffalo

Absent:

Mike Deranger, Northern Alberta Aboriginal Business Association
 Stu Wigle, Councillor

Administration:

Monica Lance, Program Manager, Municipal Initiatives
 Dennis Vroom, Program Manager, Municipal Initiatives
 Heather Fredeen, Clerk, Legislative Services

1. Call to Order

Chair Dianna De Sousa called the meeting to order at 2:01 p.m.

2. Adoption of Agenda

MOTION:

THAT the Agenda be adopted as presented.

RESULT:	CARRIED [UNANIMOUS]
MOVER:	Kristi Hines
SECONDER:	Carmelo Daprocida
FOR:	De Sousa, Daprocida, Hines, Maloney, Rybak
ABSENT:	Deranger, Picard

3. Minutes

3.1. Wood Buffalo Pro-Business Advisory Committee Meeting - January 25, 2023

MOTION:

THAT the Minutes of the Wood Buffalo Pro-Business Advisory Committee held on January 25, 2023, be approved as presented.

RESULT:	CARRIED [UNANIMOUS]
MOVER:	Lana Maloney
SECONDER:	John Rybak
FOR:	De Sousa, Daprocida, Hines, Maloney, Rybak,
ABSENT:	Picard, Deranger

4. New and Unfinished Business

The Committee reviewed their draft priorities compiled by members at the Committee Priority Workshops held in February, March, and April 2023, and spoke to next steps including, required administrative presentations to the Committee to collect data to understand internal administrative processes and why they occur.

MOTION:

THAT the Wood Buffalo Pro-Business Advisory Committee adopt the following 2023 priorities:

- to improve internal Regional Municipality of Wood Buffalo interdepartmental communication breakdowns and PULSE line;
- to improve procurement;
- to improve business processes; and
- to improve business attraction and retention

RESULT:	CARRIED [UNANIMOUS]
MOVER:	Lana Maloney
SECONDER:	John Rybak
FOR:	De Sousa, Daprocida, Hines Maloney, Rybak
ABSENT:	Picard, Deranger

Entrance

Robbie Picard entered the meeting at 2:36 p.m.

Adjournment

The meeting adjourned at 3:03 p.m.

Chair

Process Review Update

Presenters: Amanda Haitas, Senior Manager

Department: Planning and Development

Meeting Date: June 14, 2023

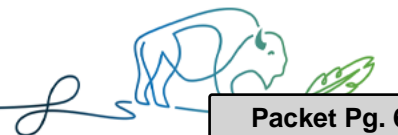


REGIONAL MUNICIPALITY
OF WOOD BUFFALO

What We Have Heard

Examples of common concerns heard:

- Inconsistency in communication from staff
- Website and permitting portal difficult to navigate at times
- Confusing/duplicated steps
- Unnecessary process and permits
- Customer Service levels
- Time lags



PROJECT CONTEXT

- Three branches within Planning & Development
 - Community Development Planning
 - Safety Codes
 - Land Administration
- Thousands of customer interactions annually
- Real and perceived complaints
- Department, Council and Community all looking for improvement



PROJECT OBJECTIVES

Our objectives are to enhance business processes to:



Improve customer services



Reduce red tape

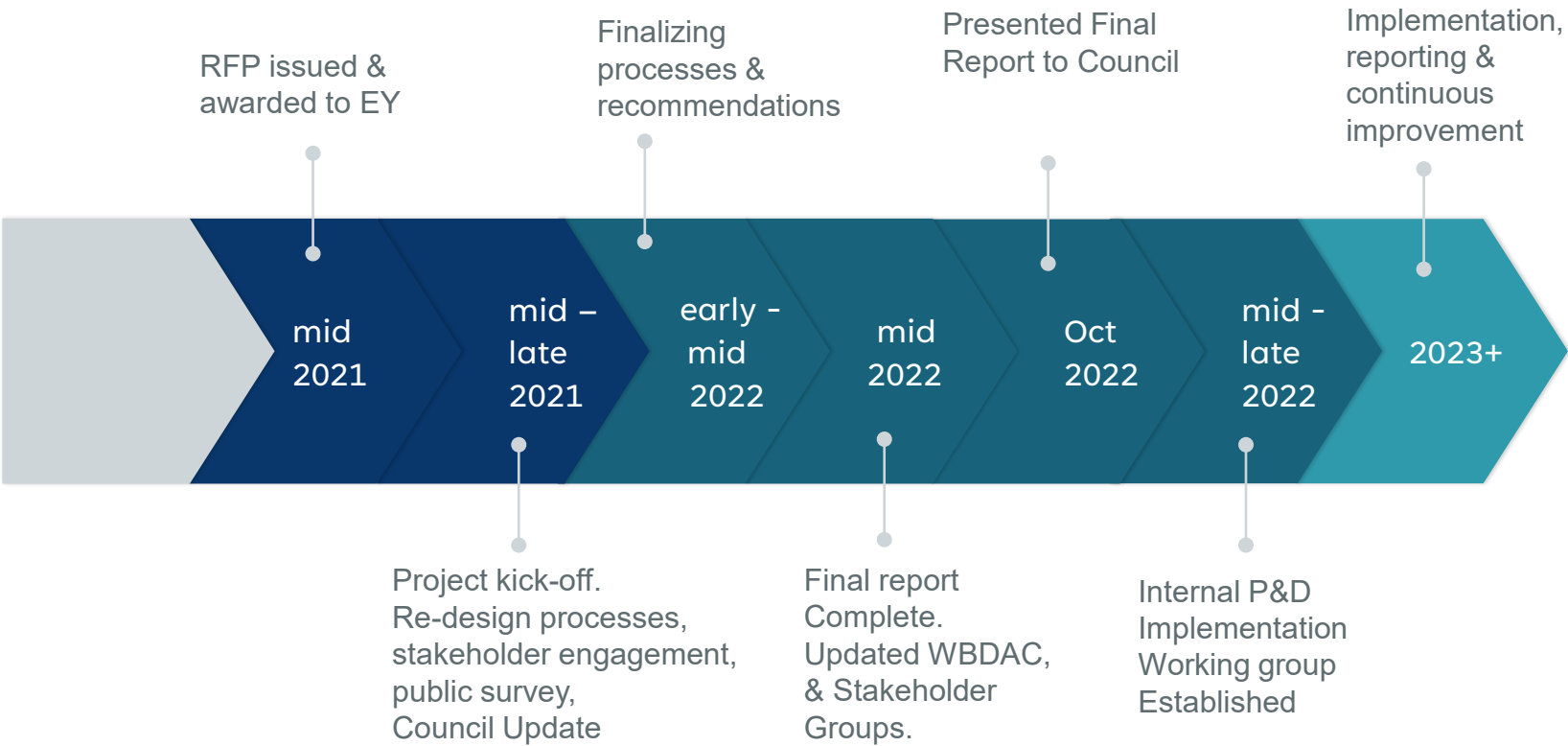


Better facilitate property improvement, investment and responsible growth



Reduce barriers to development

PROJECT TIMELINE



*The Wood Buffalo Development Advisory Committee was engaged throughout the project

** Implementation began throughout the Project



FINAL REPORT



Implementation Plan

To help guide prioritization and sequencing

	Year 1							Year 2							Year 3					
P&D Director's Office	1	3	4	7	8	10	11	2	5	6	9	16	17	20	21	13	23	24	27	30
	12	14	15	18	19	25	28	22	26	29	32									
	31																			
Community Development Planning	34	35	41	46	47	48	49	33	36	39	40	42	44	64	67	37	38	43	45	
	50	51	52	53	54	55	56	68												
	57	58	59	60	61	62	63													
	65	66																		
Safety Codes	71	72	73	74	75	76	77	69	70											
	78	79	80	81	82	83														
Land Administration	85	87	88	89	90	91		84	86	92										



Internal Implementation Working Group



Implementation Dashboard



PLANNING AND DEVELOPMENT
PROCESS REVIEW RECOMMENDATIONS
IMPLEMENTATION PROGRESS REPORT

Community Development Planning

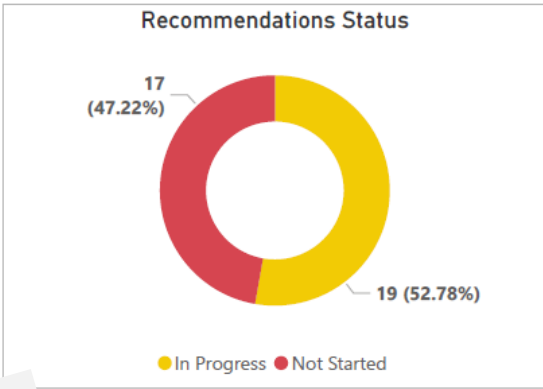
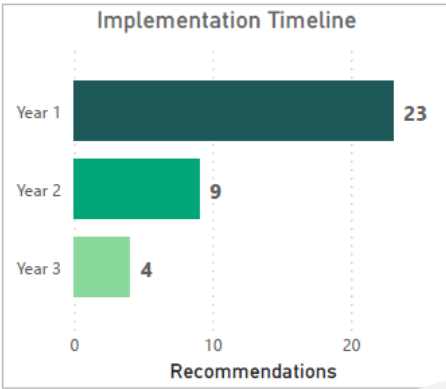
Recommendations

33	44	55	66
34	45	56	67
35	46	57	68
36	47	58	
37	48	59	
38	49	60	
39	50	61	
40	51	62	
41	52	63	
42	53	64	
43	54	65	

Total Recommendations (CDP)

36

Recommendation



Task_ID

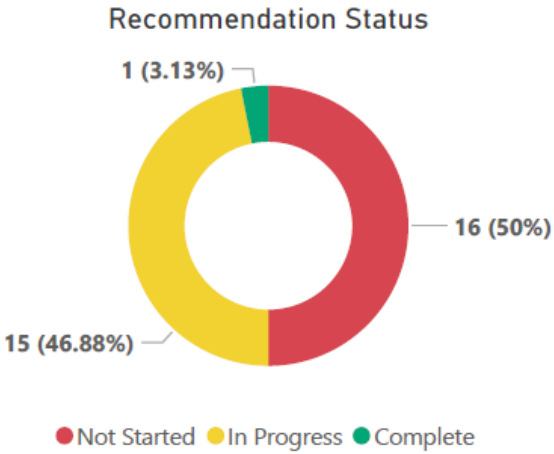
Task_ID	Status_Task	Year	Quarter
33.1	Complete		
33.2	In Progress		
33.3	Not Started		
33.4	Complete		
33.5	Not Started		
34.1	Complete		
34.2	In Progress		
34.3	In Progress		
34.4	Not Started		
34.5	Not Started		
35.1	Not Started		
35.2	Not Started		
35.3	Not Started		

Screenshot Example

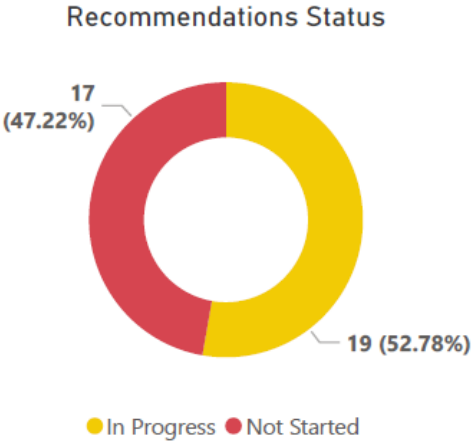


Implementation: Recommendations Status

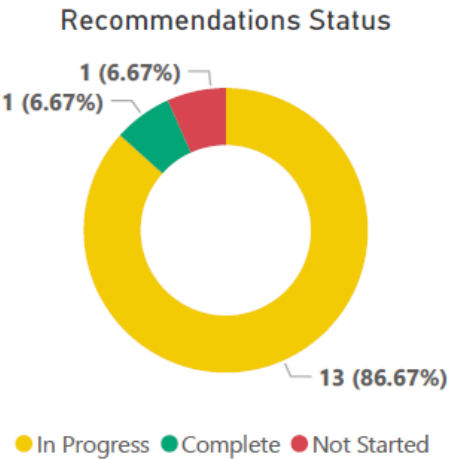
Directors Office



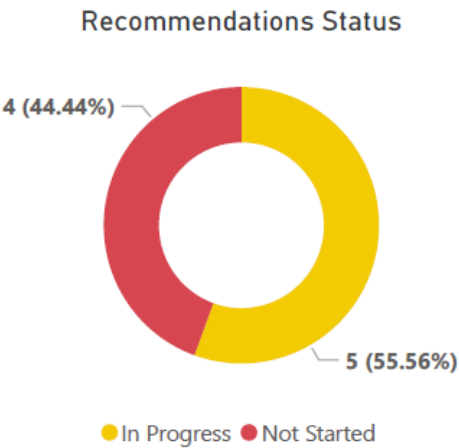
Community Dev Planning



Safety Codes



Land Admin



Implementation: Examples

- Change of Use (already implemented, but further enhancements coming)
- Website enhancements for clarity and easier to use (underway)
- E-Permitting system replacement (underway)
- Improving permit application checklists (underway)
- Permit descriptions being updated for accurate and understandable information, explaining why the permits are required as well (underway)
- Better enable the Pulse line to resolve basic inquiries (underway)
- Assign one safety inspector to one permit when possible (underway)



Implementation is more than a report



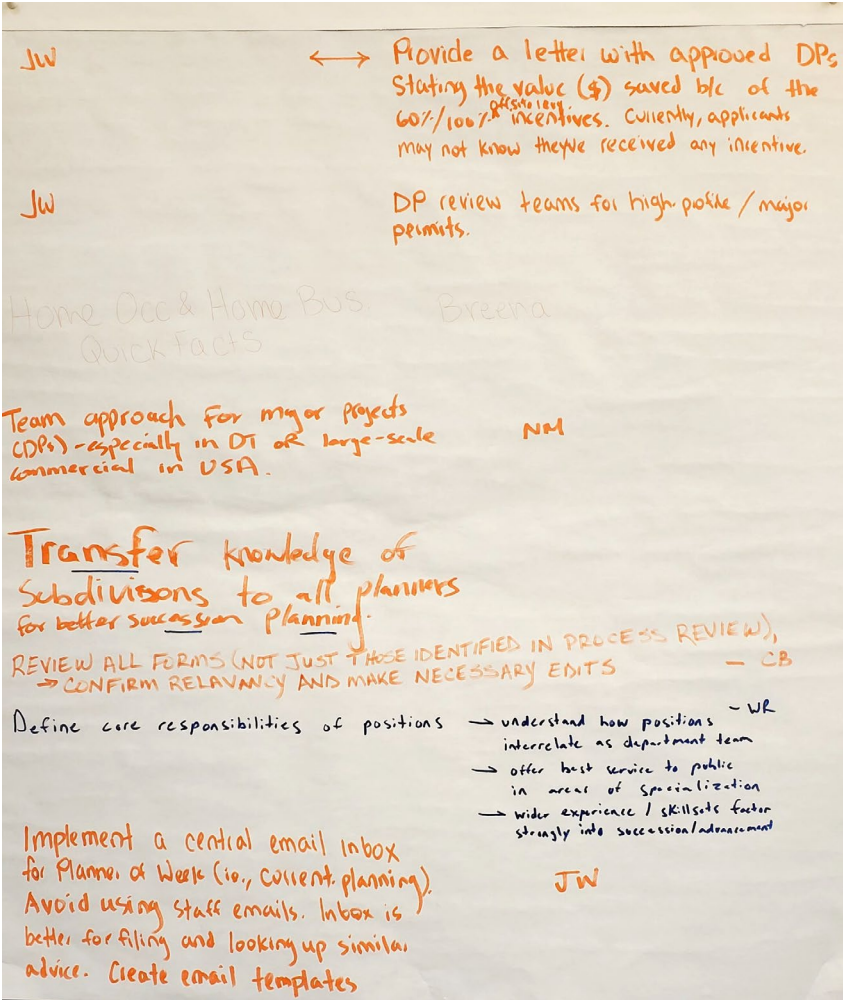
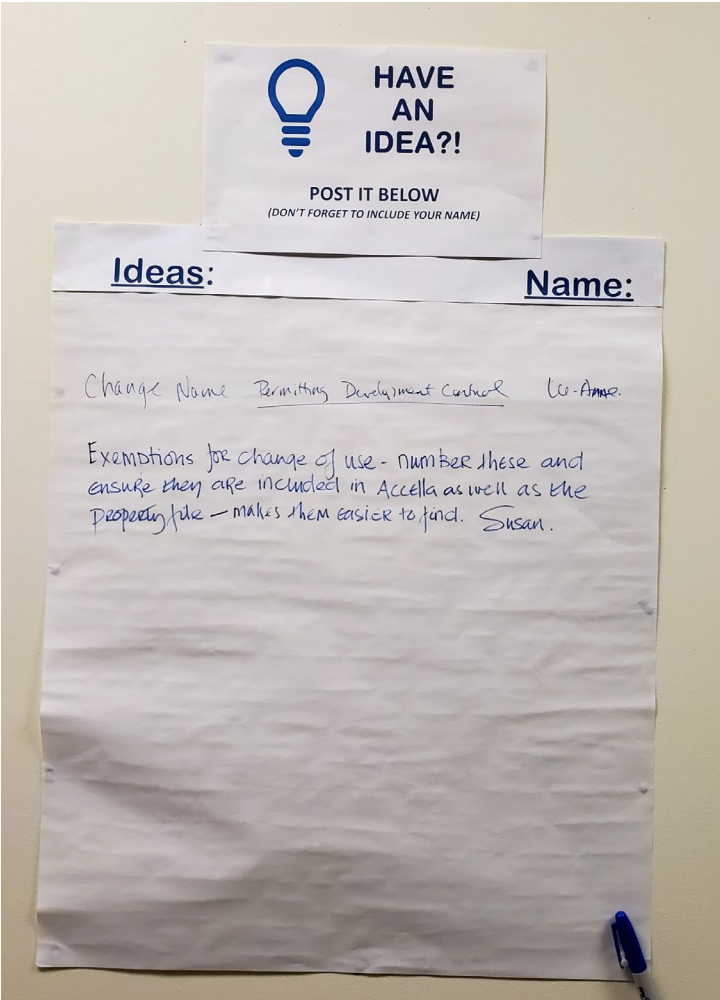
Continuous Improvement: Beyond the 92 Recommendations



Attachment: Planning and Development Process Review Update Presentation (Planning

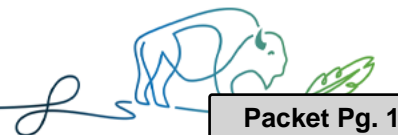


Continuous Improvement: Beyond the 92 Recommendations



Planning & Development: Who We Are

professional
patient proactive
flexible facilitators
approachable
fair accountable
collaborative
proud humble
residents



Planning & Development: What We Value

commonsense

simplicity

consistency

informationsharing

initiative

learningteamwork

CUSTOMERS

KNOWLEDGE



NEXT STEPS

- Continue to Implement all recommendations and Report on progress, including key performance indicators
- Continuous engagement with the community, Indigenous partners and the Wood Buffalo Development Advisory Committee
- Continuous improvement



Thank You

